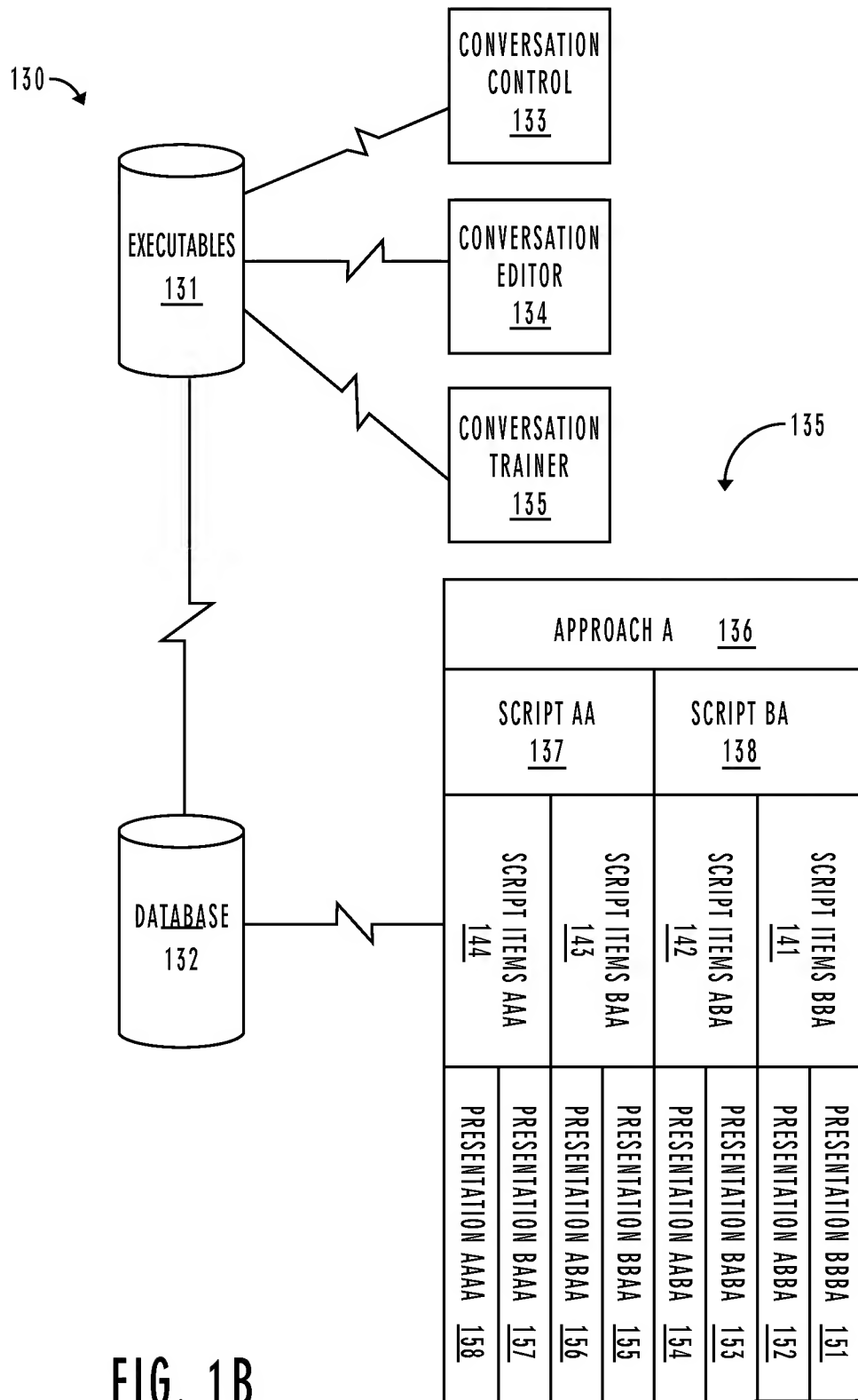


FIG. 1A



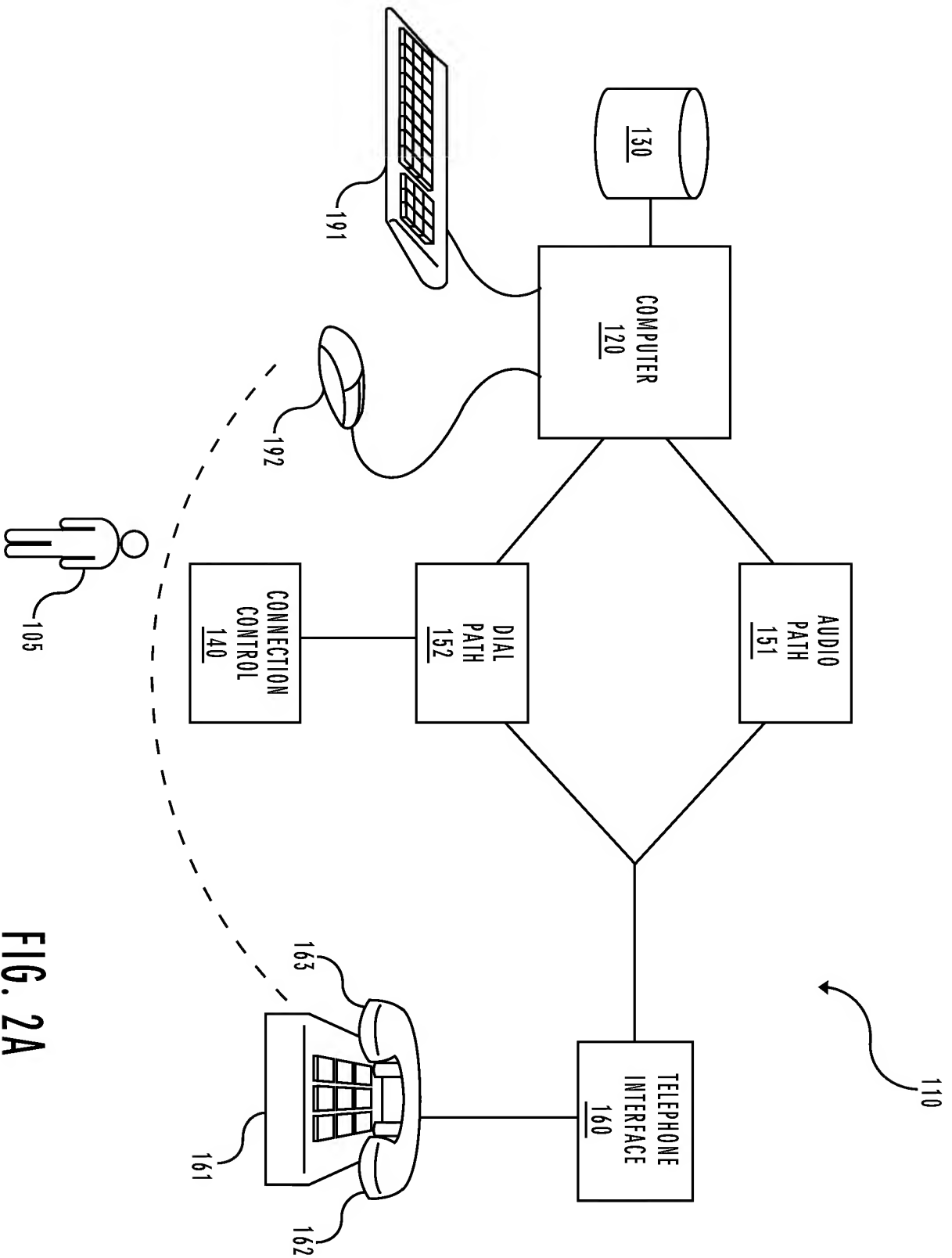


FIG. 2A

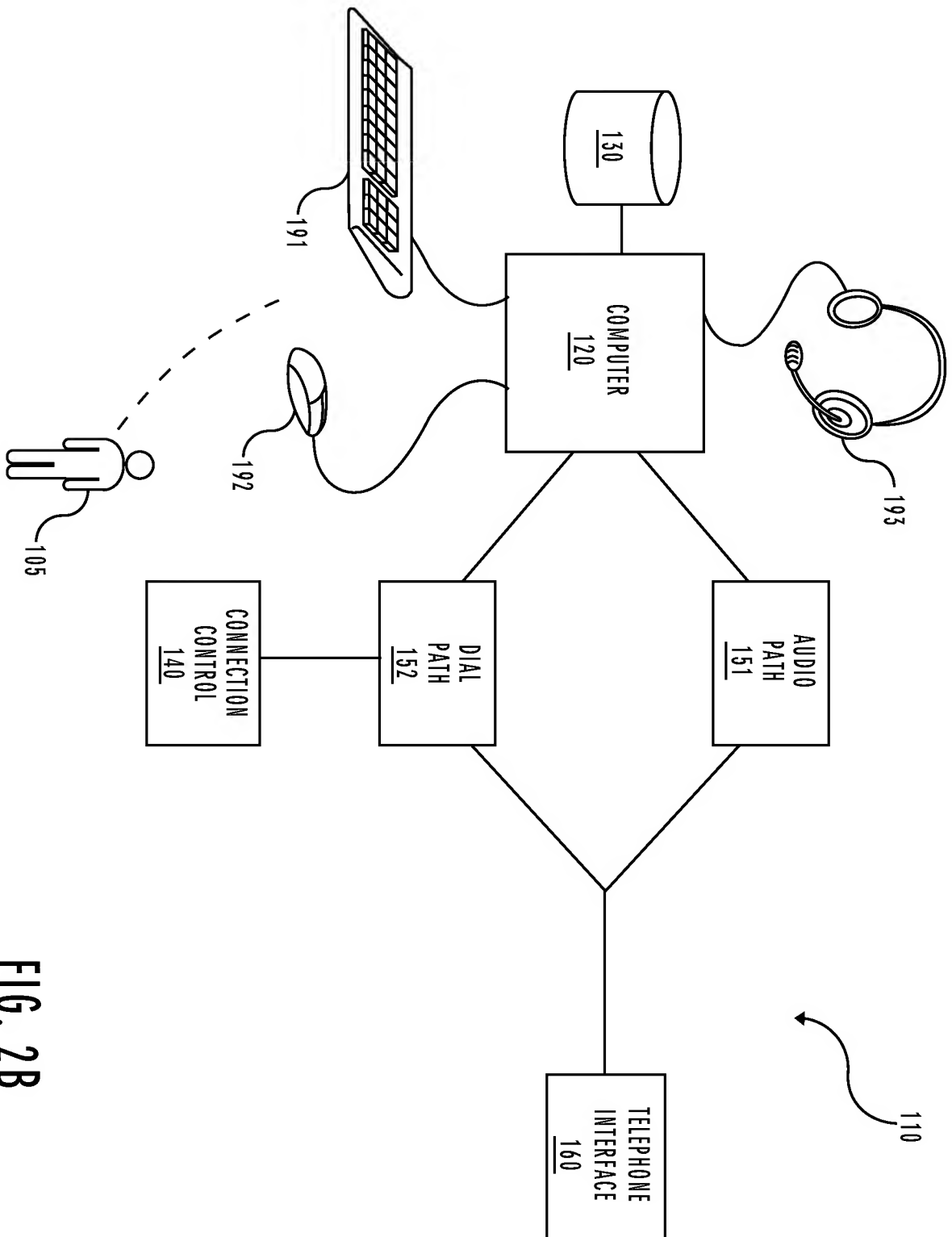


FIG. 2B

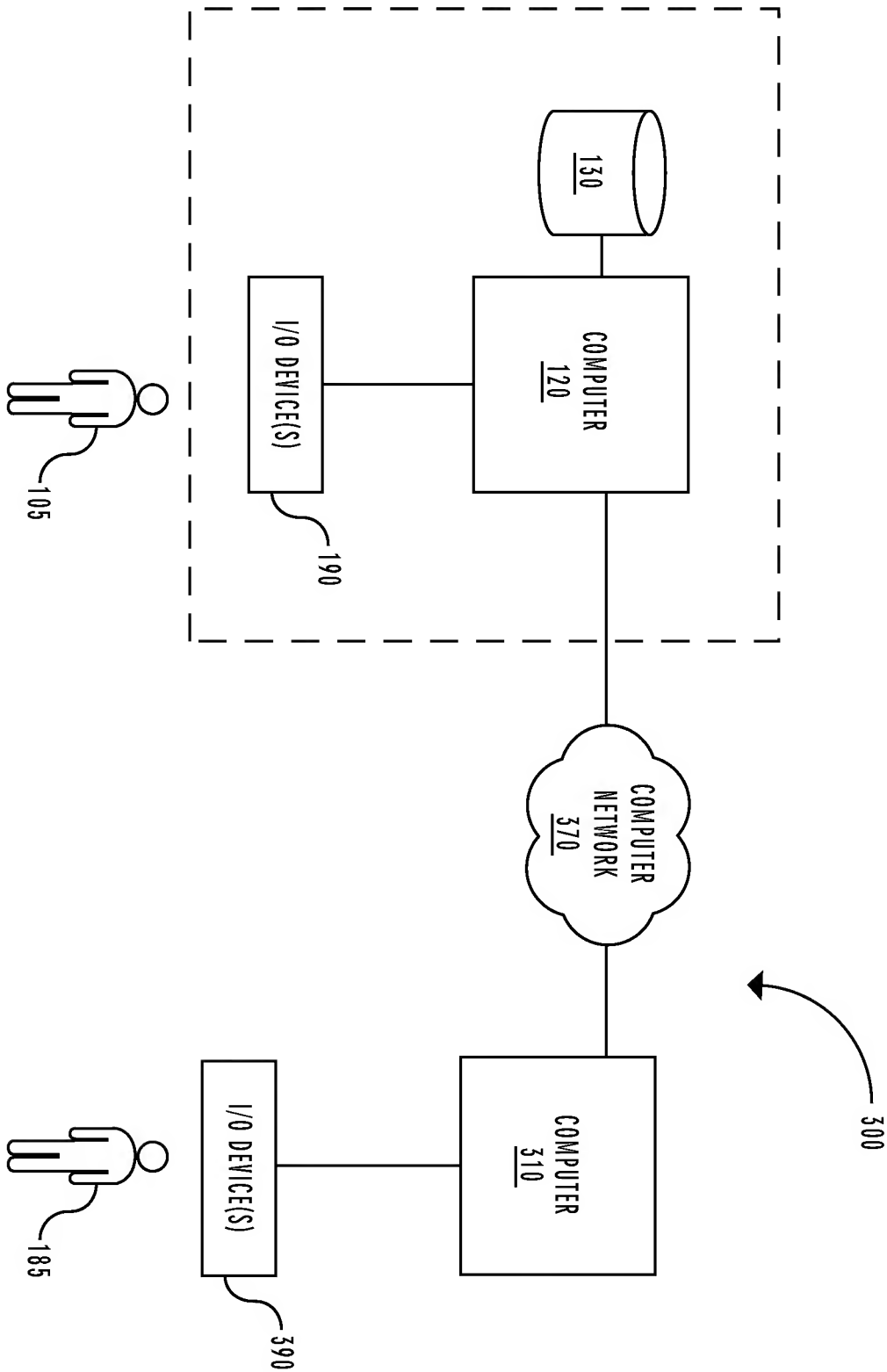


FIG. 3

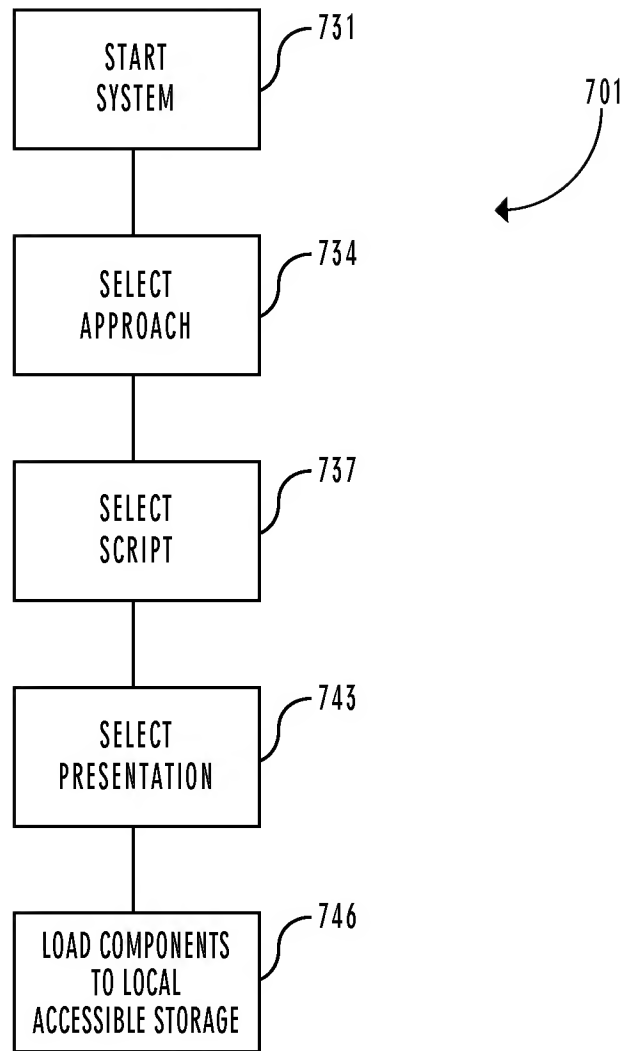


FIG. 4A

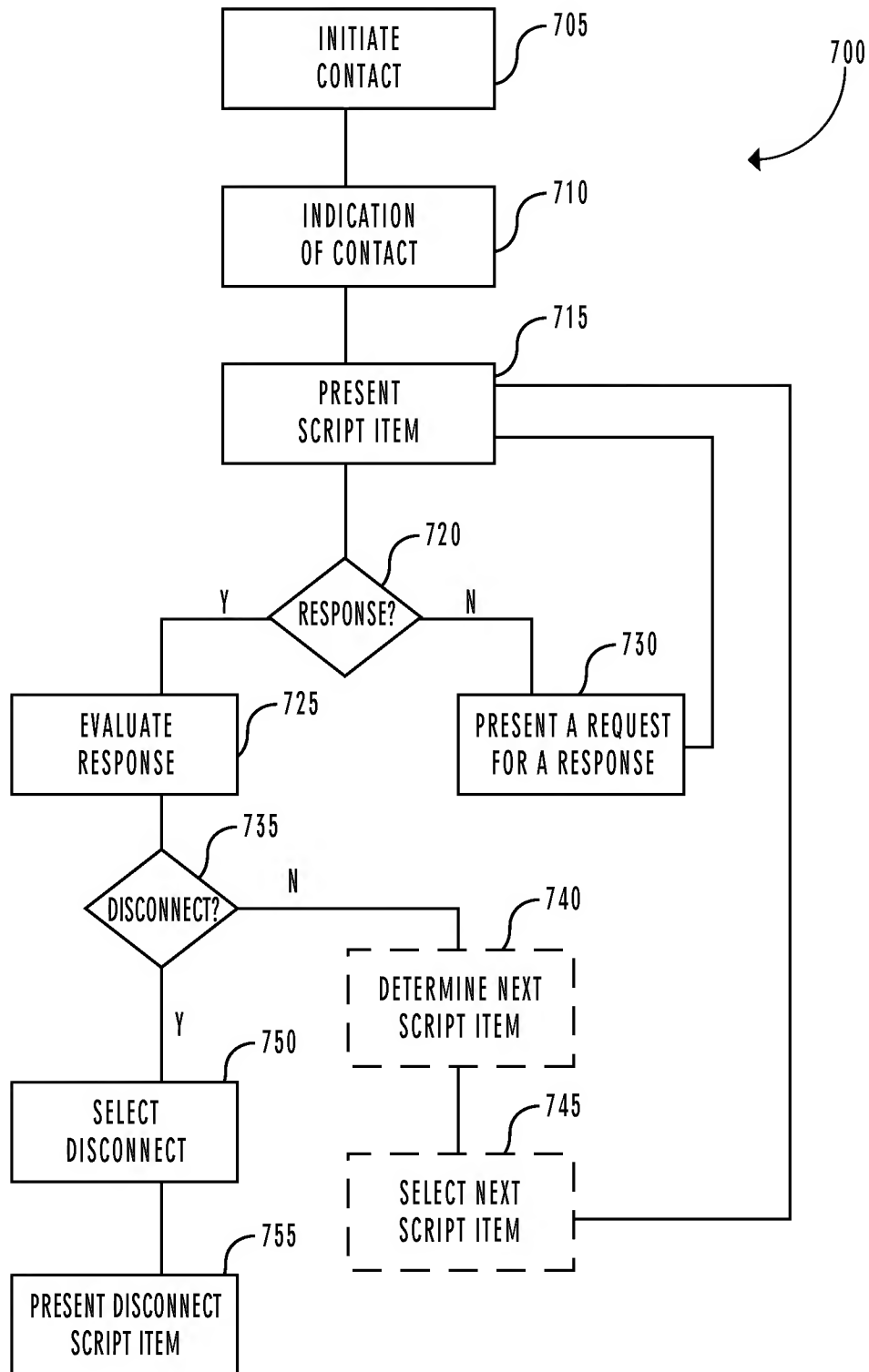


FIG. 4B

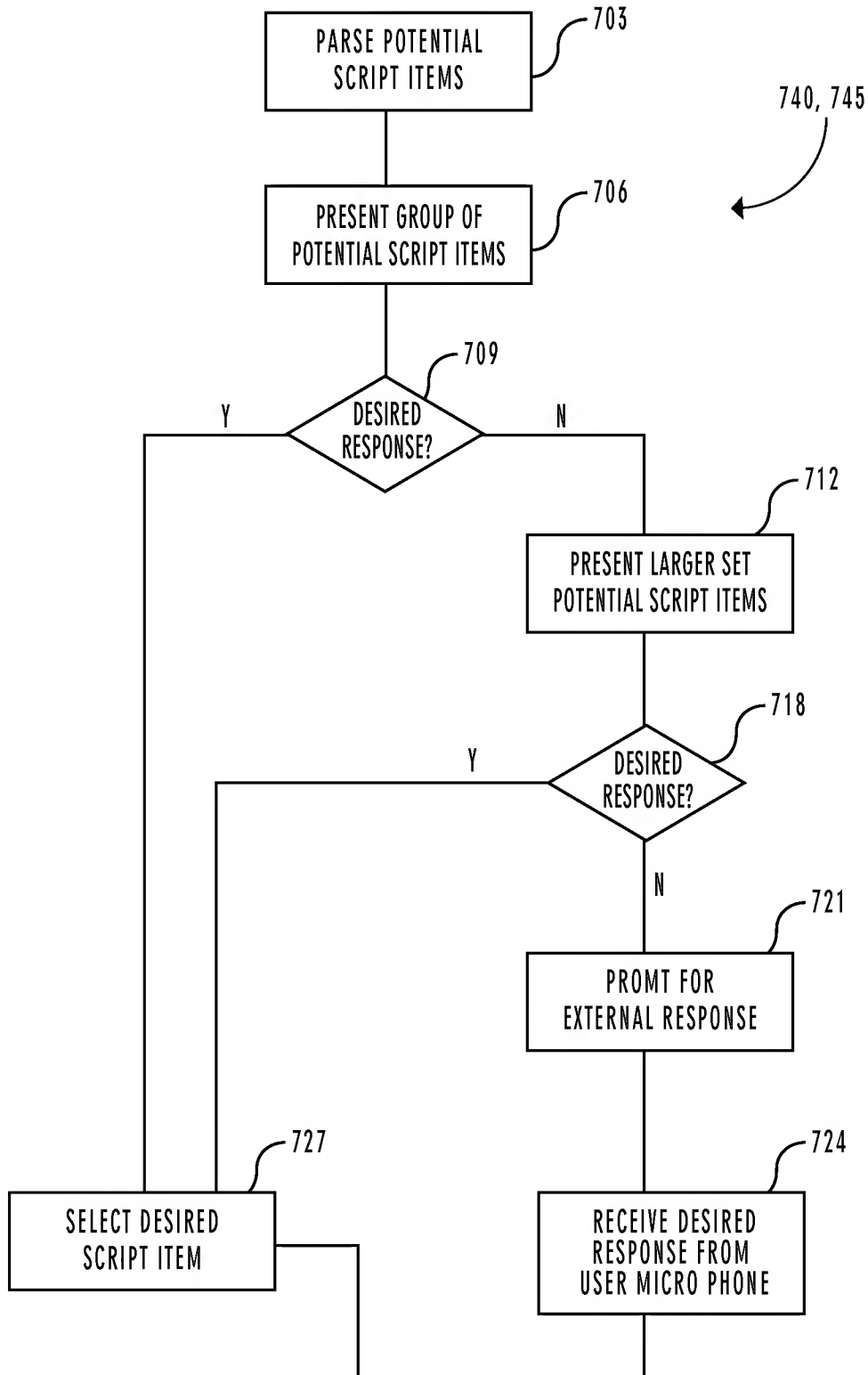


FIG. 4C

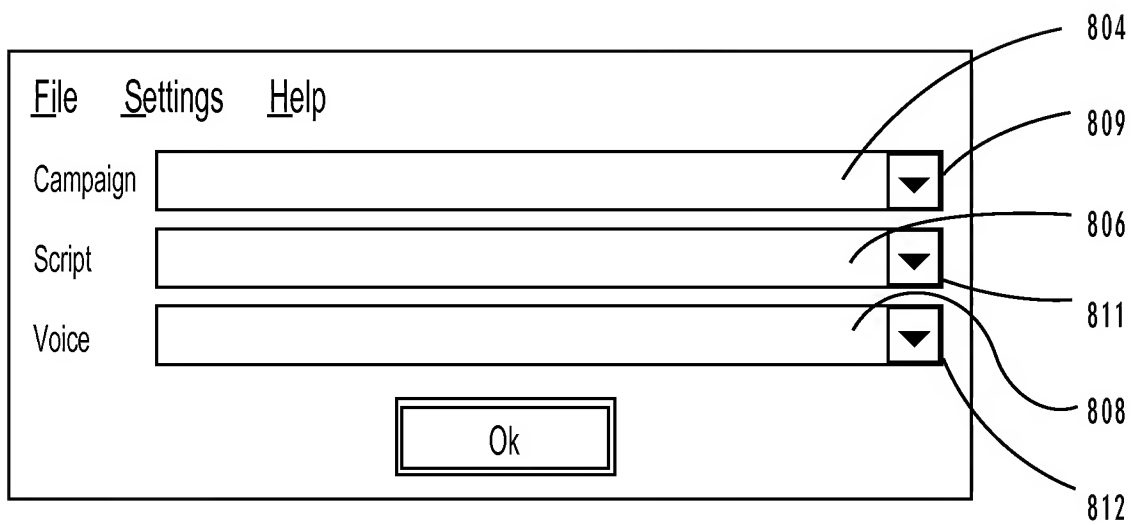


FIG. 5

File Settings Help	
*****When customer answers, Press 1 to start script*****	
2004	
1	Introduction Statement 2005
2	2006
3	2007
4	2008
5	2009
6	2010
7	2011
8	2012
9	2013
10	2014
<p>Navigation</p> <p>" Back a screen</p> <p>Q Restart script</p> <p>Navigation</p> <p>Y Yes</p> <p>N No</p> <p>L Laugh</p> <p>C Company Name</p> <p>R Repeat that?</p> <p>G Great</p> <p>U Uh Huh</p> <p>O Ok</p> <p>- Exactly</p> <p>= I'm doing fine</p> <p>Last Key Pressed <input type="checkbox"/></p>	
<p>End</p> <p>? Goodbye!</p> <p>> How Much Time?</p> <p>T Call Another Time</p> <p>Long</p> <p>Short</p> <p>{ Agent Name</p> <p>/ Why a Survey?</p> <p>Other</p> <p>P Phone Number</p> <p>, Computer/Recording?</p> <p>S Sorry</p> <p>B Busy</p>	

2000

FIG. 6

2010

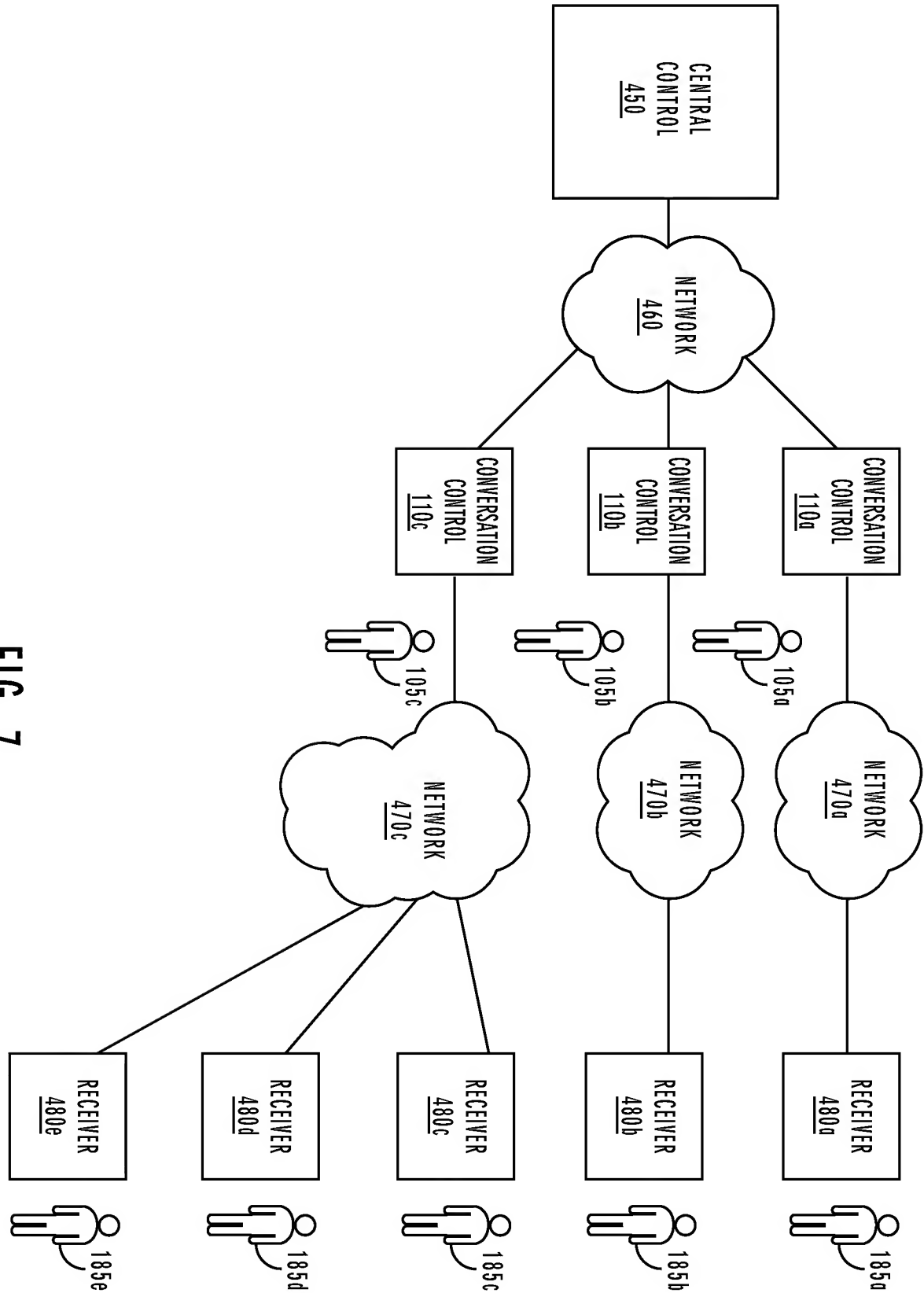


FIG. 7

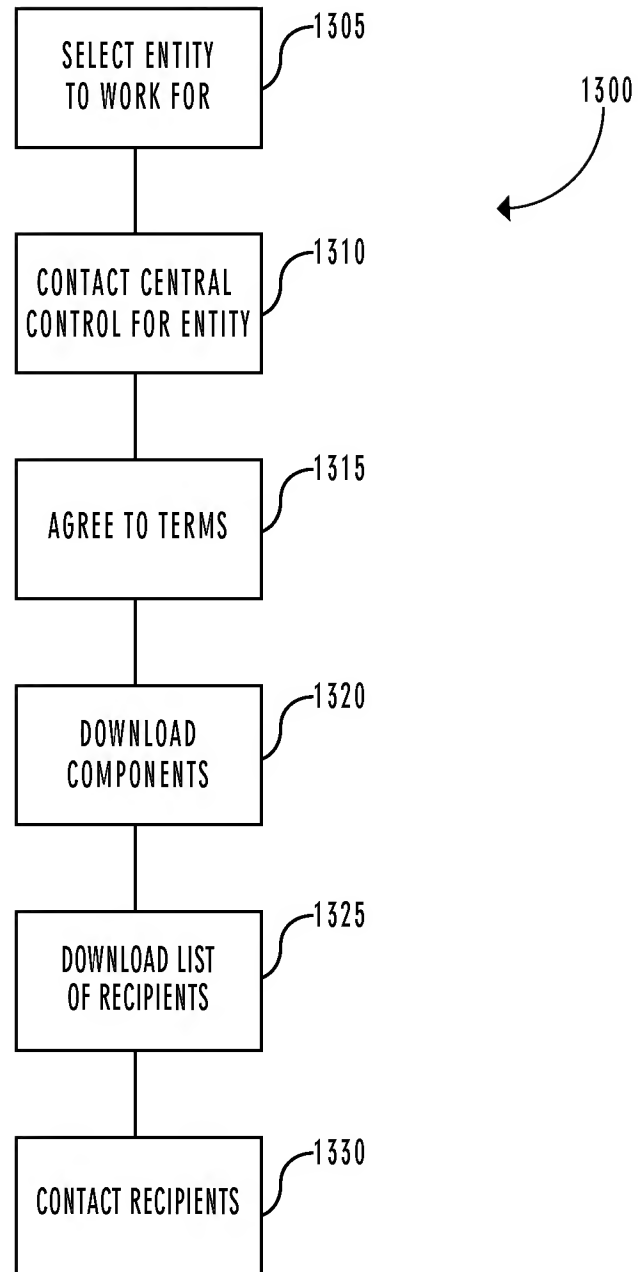


FIG. 8

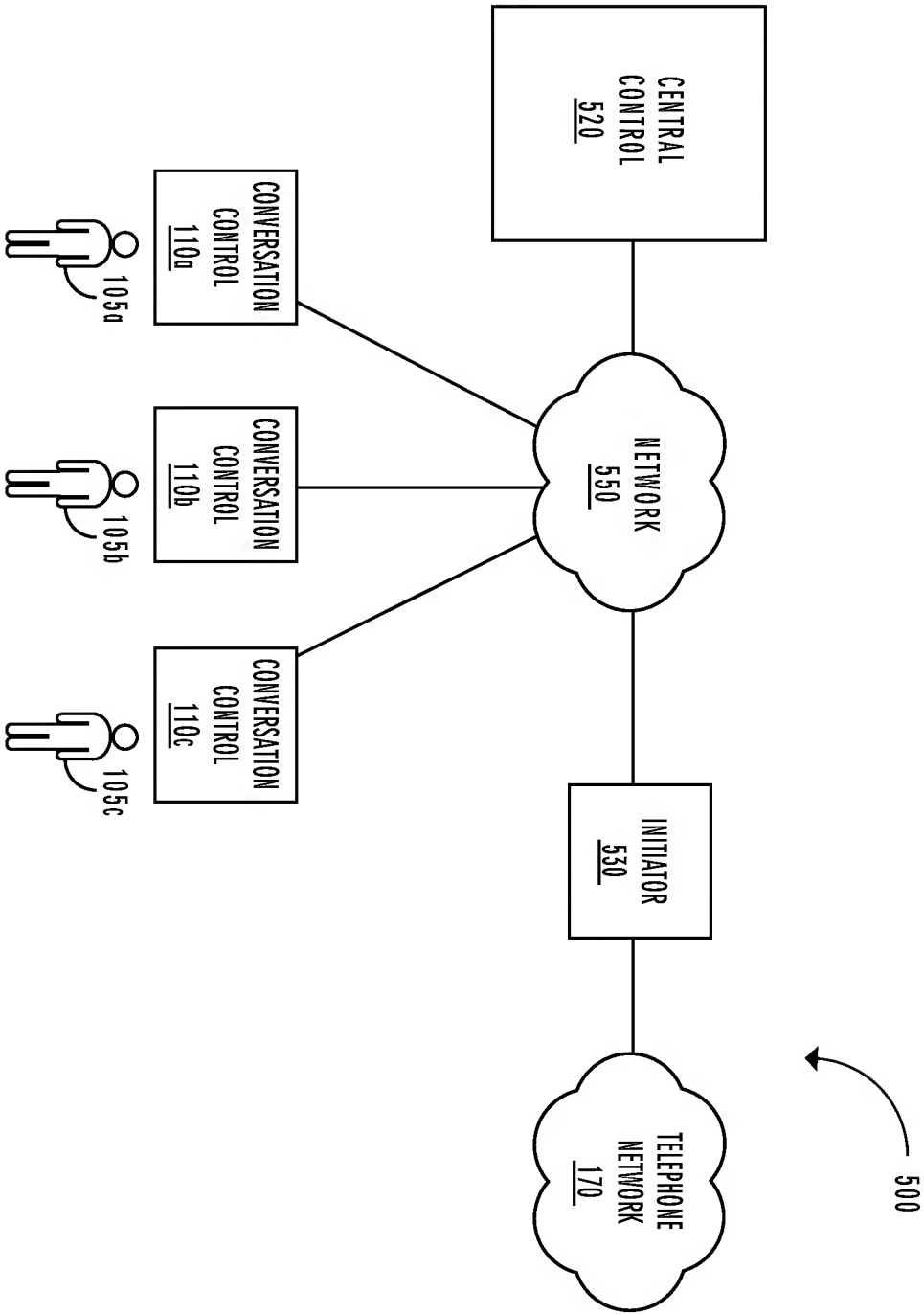
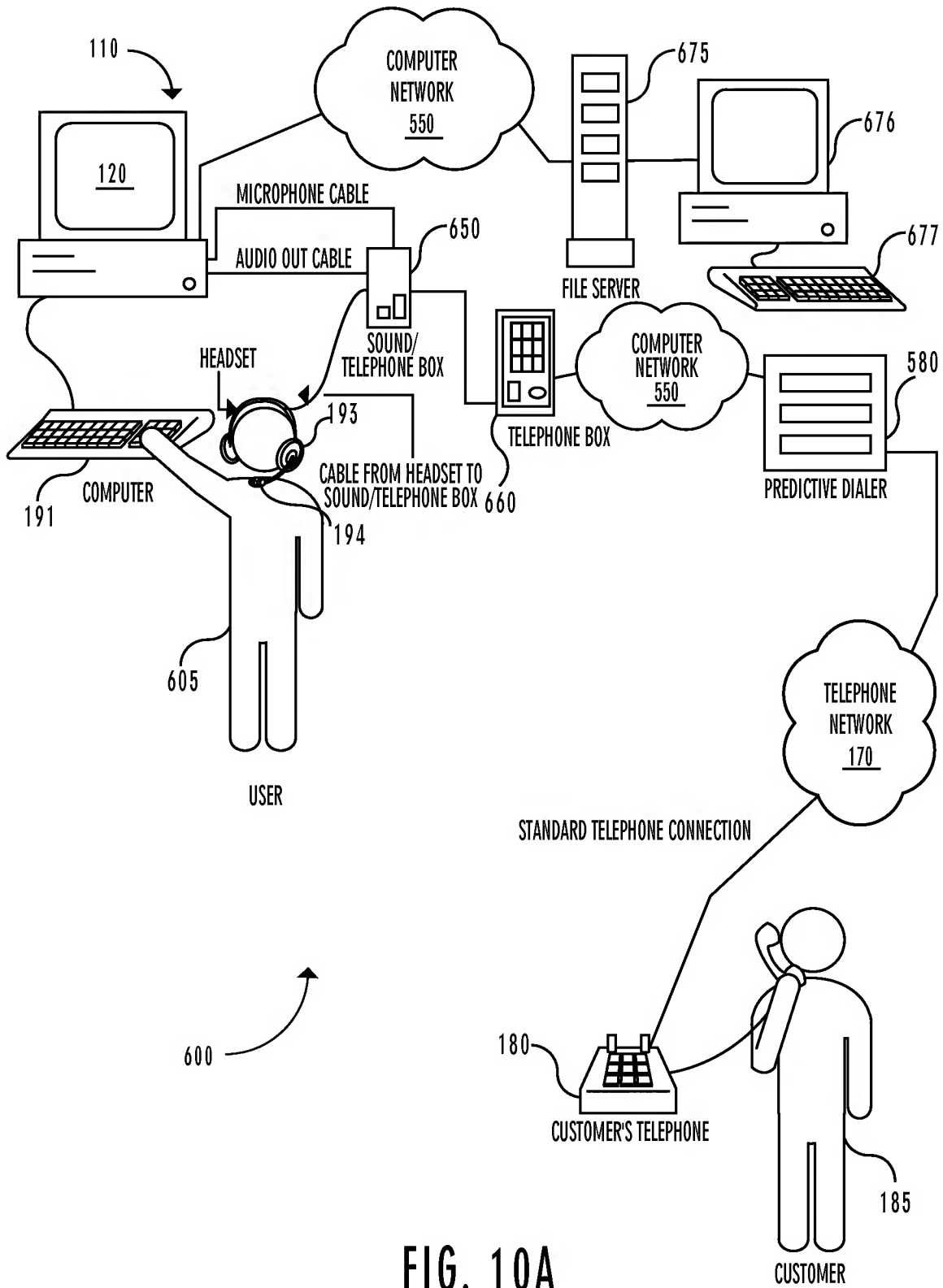


FIG. 9



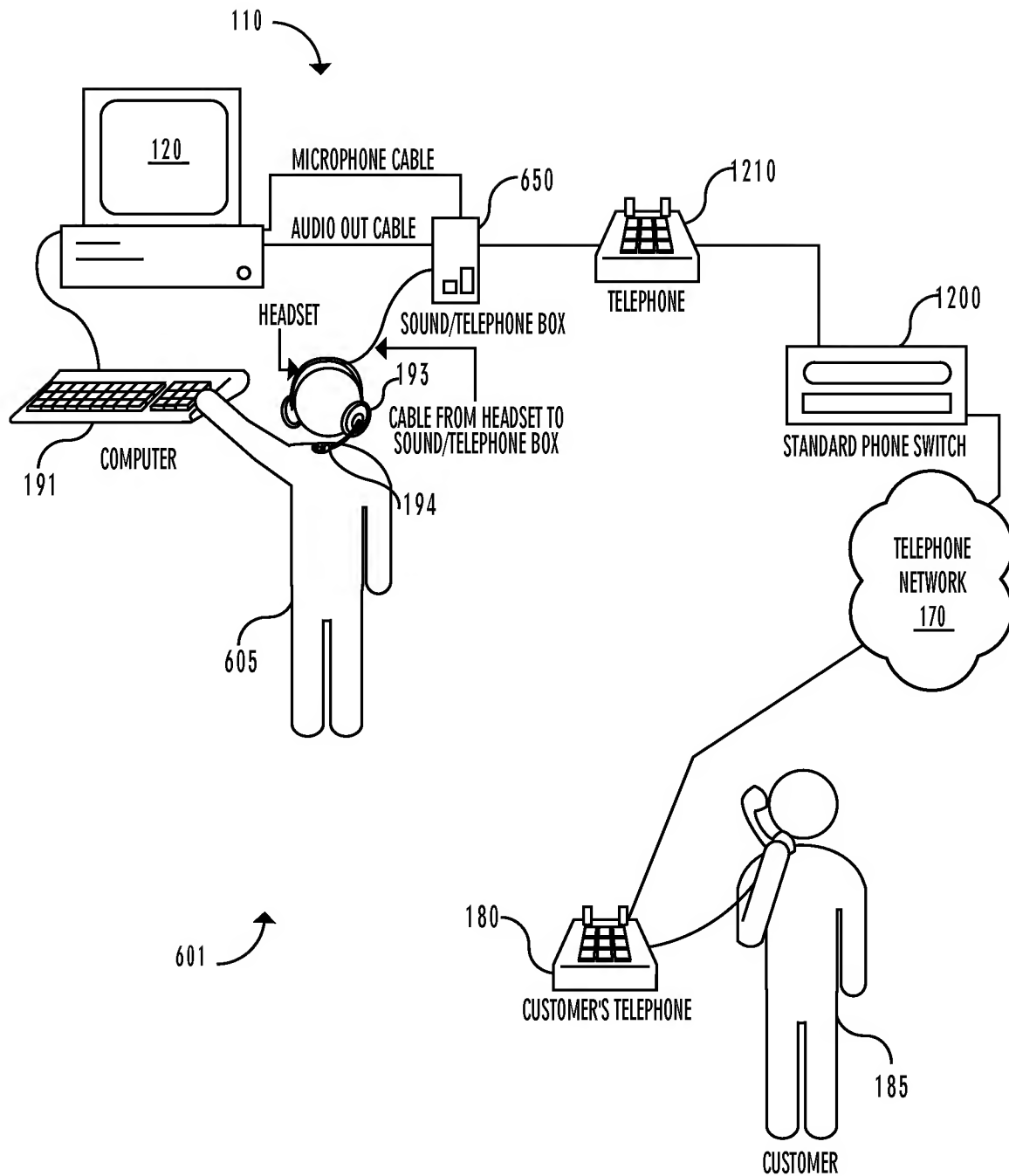


FIG. 10B

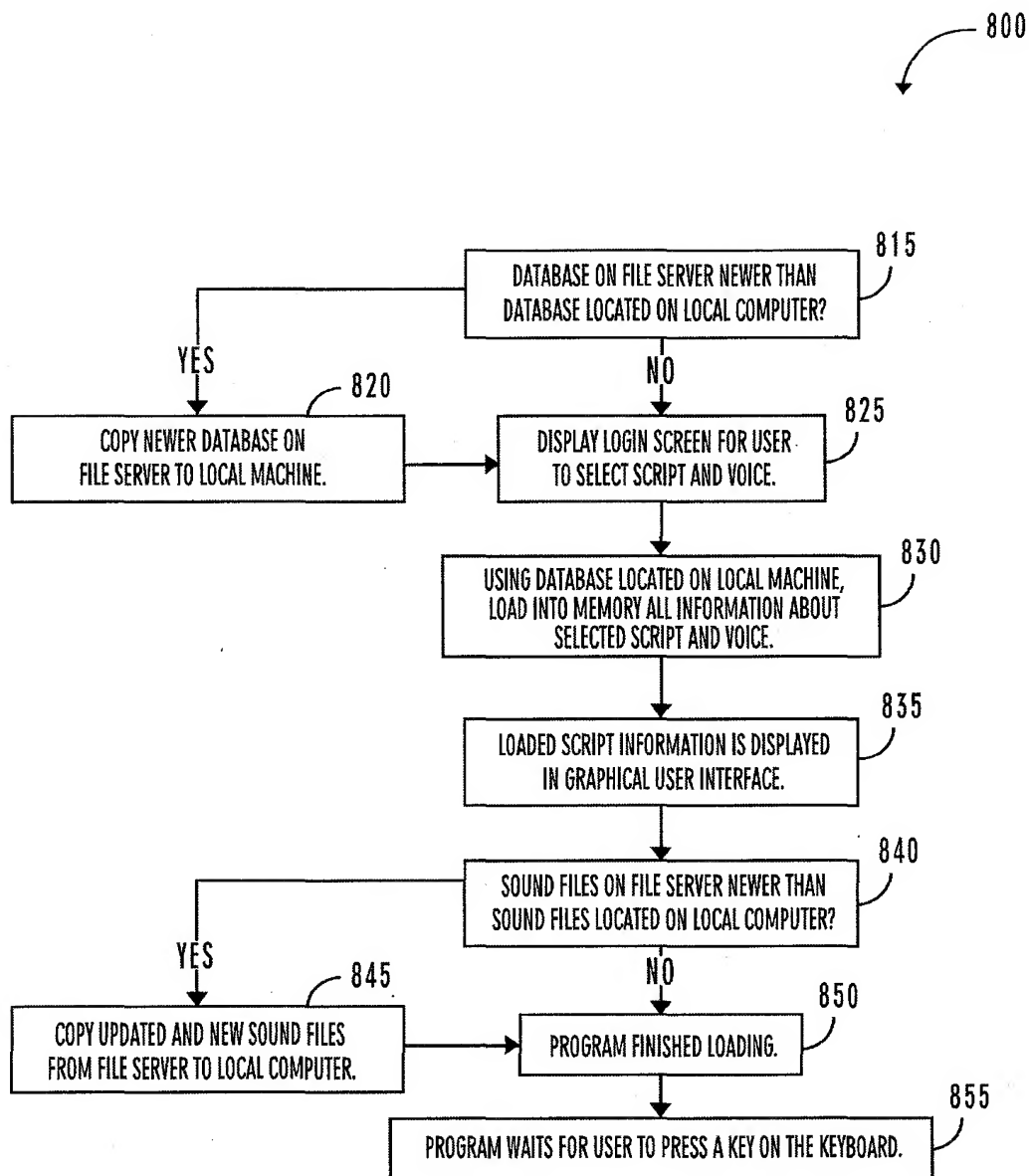


FIG. 11